

## 2021 Town of Queen Creek Accomplishments (by department)

In 2021, nearly 80,000 hours of service were donated through volunteerism. Volunteers assisted with events, the senior program, youth sports and the Community Emergency Response Team known as CERT.

### Communications, Marketing & Recreation

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#### Communications & Marketing

##### *Social Media*

- 4.2% FB page fan increase, surpassing 25,000 followers
- 901 net followers gained IG, surpassing 12,000 followers

##### *Events & Outreach*

- Assisted with the coordination and marketing of 12 blood drives. The Town partnered with Vitalant to host monthly drives, with all drives meeting or exceeding the blood drive goal.
- Coordinated a modified Ice Cream Social providing department updates and supporting local businesses. Residents had the opportunity to engage with select departments through a Facebook Live and meeting them onsite (possible video)
- Coordinated the Town's annual Pancake Breakfast and Touch-A-Truck to include modifications as a result of COVID-19 (individually wrapped condiments and cutlery). Banner Ironwood provided flu vaccines for the community at the event.
- Created a video highlighting Steve Sossaman's contributions to planning and the community for the award received by AZ APA
- The division's efforts were recognized by local and national organizations through the following awards:
  - PRSA Phoenix: awards of merit Hay QC campaign and the outreach efforts conducted in support of the Law Enforcement Study
  - 3CMA: Queen Creek's recycling event, including the new "fast pass" feature, was awarded the Award of Excellence
- Marnie Schubert elected as president of the City-County Communications & Marketing Association.
- Launched the See Click Fix system, the Town's digital reporting system with a robust outreach program, there were nearly 1,200 reports in 2021.
- Support for QCFMD through:
  - Celebrated the groundbreakings of Fire Station 2 and 5 with modified events that were shared through Facebook Live and news releases.
  - Assisted with the promotion of COVID vaccine clinics.
- Support for QCPD
  - Continued community engagement through social posts (including department updates, officer intros, a request for words that will embrace the QCPD to help shape the MVV)
  - Coordinated outreach activities (examples include reading to students throughout QC for Read Across America Day, participation in Roots N' Boots trail ride, a bike ride along the QC Wash and participation in QCUSD's Booster Club Car Show, attending multiple QC high school graduations, coordinating Chief Brice as the keynote speaker for ALA, participation in bike ride along the QC Wash with the rangers and distributing otter pops at the park).
- Better Roads Ahead
  - Coordinated and executed a groundbreaking for Ocotillo Road, Ironwood to Signal Butte

- Supported Pinal County's groundbreaking of Meridian, Germann north to the SR 24 (joint project)
- Coordinated and executed a groundbreaking for Sonoqui Wash trail extension
- Updates on Rittenhouse and coordination of a photo op when the project was substantially completed
- Coordinated and implemented the 2021 Virtual State of the Town, highlighting the Town's success from the previous year. The all-digital format was well received
- Assisted with the design of the FY22 Budget Book, 2021 Corporate Strategic Plan and Water Quality Report
- Coordinated a multi-media campaign surrounding the safe and legal use of fireworks (information shared through a news release, the water bill, eNews and social media with videos and graphics related to proper disposal, being considerate - especially around animals and knowing which fireworks are legal).
- Participated in Cities & Towns Week highlighting projects and staff through a combination of videos and graphics.
- Supported Economic Development through:
  - Promotion of Economic Development Week, Small Business Week and Travel & Tourism Week
  - Creation and distribution of a vintage QC postcard
  - Assistance with multiple high-priority projects
  - Coordination of a video highlighting Banner Ironwood for the annual EVP meeting (possible video)
  - Spearheading the ShopQC bag contest in conjunction with EDC
  - Outreach regarding additional funding for the small business grant
  - The downtown mural in partnership with CLI
- MCSO projects
  - Continued the multimedia campaign in partnership with MCSO to encourage residents to lock their doors
  - Continued highlighting the importance of safe driving through the Drive to Arrive campaign, including working with local schools on awareness video
- Worked with IT on the conversion to a .gov website and domain. Efforts included transitioning the website, creating standard email signatures and an extensive outreach plan.
- Promoted the Town as an innovative and fiscally responsible municipality through the Pension Reserve release
- Assisted with hyper-local media coverage on a range of topics and regional media coverage related to QCPD, QC being ranked as the 10<sup>th</sup> Best Suburb, economic development and the Town's water portfolio.
- Reimaged Why Wednesday to TidBit Tuesday to provide a fresh approach to communicating weekly topics to residents (possible video)
- Conducted the 2021 Citizen Survey with continued positive input from residents
- Enhanced QC Wash Trail with signs installed highlighting the geography of the QC Wash, plants and animals along the trail and the cultural significance.

## **Recreation**

### *Division*

- Awarded two Arizona Parks and Recreation (APRA) 'Best of the Best' awards for the Camp Live Play Learn program (possible video)
  - Outstanding Program - Youth Enrichment
  - Marketing & Communications

- Outreach regarding trail expansions and using the trails safely (no motorized vehicles)
- At the direction of Town Council, a survey was conducted to determine resident's feedback on the priority of park sites and whether to move forward with the construction and operation with one of three choices: 1) Multi-Generational Center, 2) Family Aquatic Center, 3) Combined Multi-Gen / Aquatic Center. Survey results concluded that residents would like to see the build out of East Park first; followed by Mansel Carter Oasis Park Phase II or Desert Wells Park. By an overwhelming majority, residents support building a combined multi-gen and aquatic center, which was then approved by the Town Council at its December meeting to build over the next few years.

#### *Customer Service*

- Facility Rentals
  - 1,141 permits were completed for field, ramada, and room reservations with a total of 1,687 facility transactions for fields, ramada and room reservations.
  - Total Facility Revenues were \$425,000
  - 19,792.58 hours of facility usage.
- Class Registrations
  - 2,605 registration transactions for recreation programs or activities processed.
  - Total SIC Revenue was \$290,000

#### *Special Interest Classes*

- A new communication tool was introduced to keep in touch with our Special Interest Instructors.
- We welcomed 13 new Independent Contractors this year. Little Soccer Champs, Fit4Mom, Theresa Weinberg, Beginner's Edge Sports Training, Aerobic Fitness with Ariann Davis and Bevany Garfield, Hiking safety & etiquette, Musically LLC (singing/performing and ukulele lessons), Taekwondo (all ages including special needs and para-athletes), Wellness Collective for Women & Children, Let's pARTy Paint and Create, and East Valley Kickball.
- The Silver Sneakers class honored member, Lee, who turned 92 this year and has been participating in classes for years.
- New dance room flooring was installed in August.
- Multiple Special Interest Classes held programs in the Town's parks, from Paladin Sports for Adult Softball; Fit4Mom for Stroller Strides and Body Well; Beginner's Edge Sports Training for Soccer, Baseball, and Track; and Phoenix Skyhawks for Tennis, Golf, Flag Football, Cheerleading, Soccer, Track, and Basketball.
- A variety of special interest instructors participated in our community events this past fall. Lim Karate, 8\*Count Dance, and Let's Belly Dance designed hay bales for HayQC!. Snapology held an interactive LEGO booth at Founders' Day. Musically LLC and Fitness with Bevany passed out candy and decorated their trunks for Trunk or Treat, while 8\*Count Dance took the stage to showcase their dancing skills.
- New administrative programs for Special Interest Classes were introduced this past year to improve efficiency and reduce environmental impact. September brought the first edition of the digital newsletter. A new outdoor signage program was implemented for SIC instructors to display to easily advertise their class and share that they are an approved recreation partner. Additionally, new administrative programs include an Independent Contractor Guide and Google Drive.
- 8\*Count Dance and ABC/123 Preschool Classes celebrated their 13th year of partnership with the Town recreation classes.
- Throughout the year over 730 Special Interest Classes were offered to the community ranging from categories of Arts & Hobbies; Dance, Tumbling, Cheer, & Music; Equestrian; Fitness; Preschool; Sports; Martial Arts; and Specialty Programs taught by over 33 instructors to over 8,000 participants.

### *Partnerships*

- Arizona Soccer Club finished their 2021 partnered soccer season with 749 participants with games held at Mansel Carter Oasis Park.
- Arizona Soccer Club had over 3,200 hours of volunteer service provided by the league coaches and site staff.
- Queen Creek Little League Baseball finished their partnered spring season with 600 youth participants with games held at Mansel Carter Oasis Park.
- Queen Creek Heat Little League Softball ended their partnered spring season with 516 youth participants with games held at Desert Mountain Park.
- The Arizona Cricket Association hosted cricket matches at Mansel Carter Oasis Park for the first time. Games were held between May and July.
- San Tan Youth Football League completed their 2021 flag football season with 206 participants across three age divisions. Volunteer coaches and league reps provided roughly 1,500 hours of community service.
- San Tan Youth Football League completed their 2021 tackle football season with 835 participants across five age divisions. Volunteer coaches and league reps provided roughly 30,000 hours of community service.
- San Tan Youth Football held their annual opening night event at Desert Mountain Park, where teams and players were announced, as well as vendors, carnival games and food trucks for all to enjoy.
- Pony Baseball began their fall 2021 season at Mansel Carter Oasis Park and hosted their annual Labor Day weekend tournament.
- 2,906 youth participated in official youth sports partnered seasons.
- Arizona Soccer Club held its annual Copper Cup and Heritage Cup Tournaments at all three Town parks in March and November. Teams from all over the state and southwest competed at these three-day club level tournaments. Teams were from Arizona, Northern and Southern California, and New Mexico.
- Several multi-day softball and baseball tournaments were held in Queen Creek throughout the year. Some of these tournaments included teams from out of state, directly supporting our local economy with hotel stays, food and entertainment activities.
- Several other non-partnered youth sports groups utilized long term rentals

### *Special Events / Festivals*

- The year started with virtual events, as well as the opportunity for virtual sponsorships for Spring Into QC. The team secured 11 virtual sponsorships for a total of \$5,000.
- Cupid's Quest was another virtual option for residents to participate in our special events. Participants received clues from our social media page, they had to break the code to find out where Cupid would be and visit the location to collect a heart from Cupid's basket. There were 35 participants with 18 winners!
- In partnership with Queen Creek FFA the team created The Great Eggscape, an interactive story walk for residents. The story walk encouraged residents to visit our trail system and interact with the story boards via QR codes. Total scans of the QR codes from March 5 through March 21, were 1,905.
- Continuing the Spring Into QC festivities, residents were invited to take part in QC Bunny Bound by visiting participating businesses found on the map, post a photo to social media using the hashtag #QCBunnyBound, and finally showing the post(s) at the Recreation Annex to receive an Easter egg with treats.
  - 46 local Queen Creek business participated

- A total of 293 bags of candy were handed out
- 33 prize basket winners
- Got Peeps was a virtual contest also a part of Spring into QC. The community was encouraged to create scenes using marshmallow Peeps! Contestants submitted a registration form with their marshmallow Peeps diorama to be eligible for prizes. Participant entries were posted on social media and on the Town website with winners selected from multiple entry categories. PRAC members participated as judges for the contest! We had a total of 27 submissions that were split into 4 categories: Festive, Movie/Book, Sports/Recreation, and Open/Other. In each category there were 5 winners.
- Our Recreation team partnered with the municipalities of Apache Junction and Florence to create a community fitness/active challenge; REC Connect: Get Moving! A free program that encouraged being physically active in the community. The goal of the program was to accumulate 200,000 active minutes between the three organizations' communities from March 1 - May 31. With 252,909 minutes logged.
- The team was beyond excited to bring back our fall events! Kicking it off with celebrating the Town's 32nd Anniversary at Founders' Day (possible video). The highlight of the event is of course Battle of the Badge, which included our very own Queen Creek Police Department. This event had a great turnout. Attendance was estimated to be 6,000. Participation and revenues are as follows:
  - Commercial/Non-profit Vendors - Qty. 36 - \$5,410
  - Food Vendors - Qty. 15 - \$4,584.59
  - Sponsorship - Qty. 12 - \$18,400 (2019 sponsorship revenue was \$10,700)
  - Wristband Sales - \$8,495 (2019 revenue was \$4,960)
- The community favorite Trunk or Treat was a huge success, with an estimated 18,000 in attendance (possible video) Participation and revenues are as follows:
  - Commercial/Non-profit Vendors - Qty. 44 - \$4,850
  - Food Vendors - Qty. 14 - \$4,392.75
  - Trunk Hosts - Qty. 44 - \$1,975
  - Carnival Booths - Qty. 12 - \$1,037
  - Sponsorship - Qty. 13 - \$24,700 (2019 Sponsorship revenue was \$12,100)
  - Ticket Sales - \$20,230.85 (2019 ticket sales were \$17,256.30)
- As a part of Trunk or Treat, we brought back our HayQC program where businesses sign up to decorate a hay bale, and their business is featured on a map for the community to vote on their favorite one. In partnership with Sun Valley Church volunteers come out to decorate 20 bales that were displayed outside of the Recreation Annex.
- Partnerships:
  - FFA - Queen Creek High School FFA ran the FFA Zone at Founders' Day. This area included animal interactions and animal related activities. For Trunk or Treat, they hosted Haunting on Heritage haunted house. All the students ran the area which included set up, decorating, dressing up as the characters working in the haunted house, and breaking down the area at the conclusion of the event.
  - Theater Group - Queen Creek High School Theater group ran Nightmare on Ellsworth with interactive scenes from popular Halloween movies. They set up the area, decorated, had actors in each scene, and broke down the area at the conclusion of the event.
- Staff processed 18 Special Event Permit applications and 14 Block Party applications.
- We had 144 volunteers at Founder's Day who assisted with food eating contests, setup and teardown of the event, and made sure to help staff wherever it was needed. This resulted in 295 hours of volunteer time at Founder's Day.

- We had 179 volunteers at Trunk or Treat, who helped with set-up, run Nightmare on Ellsworth, Haunting on Heritage, and etc. This resulted in 3,023.65 hours of volunteer time at Trunk or Treat.

#### *Senior Program*

- For the first part of the year, the Senior Program continued to run virtually. Staff communicated with Senior program participants regularly and created programs that allowed our Seniors to engage in various ways, including ‘take home kits’ with crafts to be done at home.
- We welcomed back 63 seniors on June 16. In-person programming included visits from QCPD, QCFMD (blood pressure checks and flu vaccines), CERT (emergency preparedness) and social events.
- From June to mid-December, we had a total of 187 volunteer hours.
- From June through November, we averaged 61 participants each week.

#### *Promotion/Marketing/Branding*

- The Town of Queen Creek Parks & Recreation (Official) Facebook page reached 95,112 people in 2021 and saw an increase of 10% in followers.
- The team continued with “Mikey Myers” during the month of October and introduced two new friends: Fred and Jay. The trio traveled around town bringing the Halloween Spirit (TOQC P&R Facebook Page).
- Staff provided community outreach and fun at the Town’s annual Pancake Breakfast encouraging residents and promoting quality of life programming in the community by providing fun activities.
- Recreation staff designed and hosted a Candyland themed float for the annual Holiday Festival and Parade.
- Elsworth (Elf on the Shelf) is back and making sure everyone is on their best behavior during the month of December 1st - 25th! Rabbi Rittenhouse also joined in on all the fun between November 28th - December 6th (TOQC P&R Facebook Page)
- QR codes were introduced on marketing collateral (flyers, brochures, etc.) to help provide easy and convenient access for customers.

#### *Special Projects / CIP*

- We celebrated the groundbreaking of the Sonoqui Wash Trail extension.
- Staff worked with the WhiteWing developer to include new ramps where the Sonoqui Wash Trail connects with Hawes Rd.
- Based on the staff-developed parks master plan, Council approved a \$136M 5-year parks construction program that includes finishing Mansel Park and designing and constructing East Park, a Rec Center, and an Aquatic Center.
- Finalized an agreement with CivicRec for our new Recreation Management Software System. The last half of the year consisted of implementation including data transfer, new system procedures, testing, and onsite training.

#### **Development Services**

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- Permitted an estimated one billion dollars in construction value, ensuring quality and safe development that provides housing, residential and non-residential options for the community.
- Issued nearly 1,950 Single Family Permits.
- Continued to process record numbers of additions and alterations to existing single-family homes including Swimming pools, spas, ramadas, outdoor kitchens, and room additions.
- Reviewed 198 business licenses.

- Processed over 6,605 permits and applications, a 12% increase from last year while maintaining current staffing levels and importantly, expected customer turnaround times for permit issuance.
- Development Services staff maintained a consistent level of quality customer services throughout COVID-19, keeping projects on schedule, maintaining inspection requests, and shepherding permits and applications through the development process all with an increased workload.
- Worked with the Finance and IT staff to develop enhance permit payment options, streamlining the payment process to facilitate more efficient permit issuance.
- Worked with the Town's Attorney's Office, Development Services, and QC Police Department staff to update Town Code to address a number of elements including noise violations, property and landscape maintenance
- Outreach Project in Plaza Neighborhood removing 14 tons of trash.
- Staff worked closely with the Economic Development Department in preparing detailed fee cost estimates for projects interested in developing in Town.
- Engineering had 701 applications submitted, a 4% increase from last year.
- Engineering worked closely with both the QCUSD and the Jorde Farms South Team to establish the alignment, right-of-way dedication, and roadway design for the Crismon Road alignment that is not a standard section line roadway alignment. Efforts also included right-of-way dedications for Crismon and Riggs Road needed for new QCUSD High School and also Signal Butte Road and Empire Road. All four roadway dedications were requirements of the Jorde South Pre-Annexation Development Agreement.
- Engineering participated in two Area Drainage Master Plans (ADMP) with Maricopa County Flood Control and one ADMP with Pinal County Flood Control. The ADMP's provide a roadmap for future development and possible CIP Drainage projects. Engineering supported the Arizona State Lands Department (ASLD) Letter of Map Amendment to FEMA to correct and remove the Special Flood Hazard Areas (SFHA) within the 4140 Acres annexed into the Town. The removal of the SFHA's will allow future development on State Lands to proceed without the additional requirements of the National Flood Insurance Program.
- Staff worked closely with the Arizona State Land Department, other outside agencies, and other Town Departments to manage and facilitate development interest in the 4,150-acre ASLD project area located in the northeast area of Town.
- Completed the plan review for the 154,687 square foot Costco building located at the northwest corner of Ellsworth and Queen Creek roads.
- Completed four annexations: Jorde Farms South (632 acres), Meridian (131 acres), Residences at QC Commons (10 acres), and Durham Queen Creek (20 acres).
- Completed two major rezoning cases in the ASLD area, rezoning 1,600 acres to Urban Employment, providing for employment uses with ancillary commercial opportunities, in response to the increased interest in the employment sector on the ASLD property.
- Processed three text amendments (Food Truck, CUP Drive-thru, and RDR)
- Completed the rezoning of 750 acres for a master planned community, Jorde Farms South, this area includes a potential 90-acre Town park and a third QCUSD high school.
- Completed the plan review/approval and are completing the inspections for the new Fry's Marketplace center (QC Commons), which includes approximately 163,520 SQFT of retail space.
- Welcomed Jeff Nielsen to the Planning Commission, providing training and assistance for his new role as Planning Commissioner.
- Welcomed Leah Gumm to the Board of Adjustment.
- Planning had a total of 255 applications submitted, a 35% increase from last year.

- Steven Sossaman was recognized by the Arizona Planning Association as the 2021 Distinguished Public Official Awardee for his contributions to the town planning profession. His contributions included developing the Town's General Plan updates, assisted with the Town's Zoning Ordinance major update, and established the Town's agritainment zoning district to improve the Town's agritainment destinations (possible video)
- Commenced staff training in the 2021 International Residential Code through International Code Council.
- Performed over 4,600 Plan reviews with an on-time rate of 99.995%.
- Performed over 73,000 building inspections.
- Developed and instituted an innovatively new program to improve how we issue residential single-family Certificates of Occupancy.

### **Economic Development**

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- The updated Economic Development Strategic Plan was approved by the Town Council. The new plan outlines the departments targeted sectors and key initiatives.
- The Downtown Queen Creek Arts & Placemaking Sub Advisory Committee helped coordinate a mural "Small Town, Big Dreams" in Downtown Queen Creek. The mural was designed and painted by a group of Citizen Leadership Institute participants.
- Jennifer Lindley, Downtown Development Manager, was awarded Economic Developer of the Year-Medium Organization, by the Arizona Association of Economic Development.
- Staff continued to work on a land exchange project for the Downtown Core that will help further the vision for the Town Center Plan.
- Staff continues to work with Dibble Engineering on the Town Center drainage and infrastructure design for the downtown.
- The Town continued to administer the Facade Improvement Program which encourages improvements to the street-facing exteriors of commercial buildings in Town Center.
- Staff issued two Requests for Proposals for Town owned property with the Town Center and is currently reviewing proposals for new development.
- Staff responded to numerous requests from ACA and GPEC for large employment projects interested in the 4,100-acre State Land site that was annexed into the Town in August 2019. In a record year, several major projects toured and evaluated the State Land site, collectively totaling: \$118.4 Billion in capital investment, 24.3 million square feet, and nearly 29,000 jobs with an average annual wage of \$64,800 a year, over the next 20 years in potential investment.
- Staff presented at various conferences throughout the year including: the International Downtown Association, Arizona Association of Economic Development, and provided community tours and overviews to real estate organizations.
- The Small Business Grant Assistance program developed to assist QC businesses with unexpected expenses due to Covid-19 concluded in July 2021. The program assisted 131 unique businesses and provided over \$539,000 to Queen Creek businesses.
- The Invest the QC website was refreshed, and a new power point presentation template was created to better exemplify the Invest the QC brand.
- The QC Botanical Gardens is now open. The Gardens feature 10-acres of gardens and the only fully operational industrial age water mill in the American southwest and amplifies Queen Creek's reputation as an agritainment tourism destination.
- ALDI opened in December 2021.
- Fat Cats opened on Riggs Road offering QC residents and visitors additional options for family entertainment.



- The first full year of being open, QC's first hotel, Hampton Inn, had a 71% occupancy rate.

#### **HPEC**

- Fiscal Year 2020-2021 had the best revenue to date, and we are on track in 2021-2022 to beat last year's record.
- In 2021, we added some great new events to our calendar including: Art of the Cowgirl, All About U Barrel Racing, Cisco Productions Team Penning and Sorting, San Tan Stampede, Gilbert Days Rodeo, and our first Queen Creek Professional Bull Riding (PBR) event.
- HPEC Staff have continued working on improvement projects at the facility - building additional fences, gates and cattle pens to accommodate our larger events.
- "One Town One Team": Over the summer, we worked with the Water Department to install new backflows and bypass the underground pipes that were having consistent issues with leaks.

#### **Looking Ahead to 2022:**

- QC Crossing, anchored by Costco, will commence construction.
- Fry's Marketplace at Ellsworth and Riggs will open in early 2022.

#### **Finance**

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- Bond Ratings Affirmed - Reviewed by Fitch, affirmed 'AA' rating on the Town's excise tax revenue bonds
- With the suspension of water disconnections beginning in April 2020 due to the COVID-19 pandemic, the Town experienced an increase in the outstanding accounts receivable balance. Through outreach efforts by customer service staff and implementation of a phased plan approach to returning to normal business practices, the overall outstanding accounts receivable balance has significantly declined. In December 2020, the Town had 760 utility accounts that were 3 or more months delinquent with a combined balance of over \$279,000. From December 2020 to February 2021, the delinquent balance for customers 3 or more months delinquent has declined by 60%. The Customer Service staff performed exemplary work in their outreach efforts including contacting customers to seek payment and offering payment arrangements, distributing letters to customers, and directing customers to non-profit funding assistance. Through these efforts, we have achieved our goals of shrinking the overdue caseload and arrearages, maintaining good community relations, and providing for a smooth transition to normal utility billing practices and procedures. A major achievement in these unprecedented times.
- The Town's residential rate structure did not have a water usage cap used to calculate the average residential winter water consumption. Typically, residential homes that use greater than 12,000 flow gallons per month (at 70% use) means the large flow is related to outdoor water use and that large amount of wastewater is not flowing to the treatment plant. With the implementation of the sewer cap beginning with the July 2021 sewer bill, 965 residential customers will experience a savings due to a lower bill amount. The total savings is about \$250,000 annually.
- Finance staff developed an outstanding accounts receivable policy to the Town Code, including formalizing the Town's collection policy and adding the ability to apply a collection fee and recover all costs of litigation and collection. The amendment to the Town Code to incorporate the collection policy was approved by Town Council on October 6, 2021. Town staff will now be able to contract with a collection agency to provide collection services. Contracting with a collection agency could help the Town's debt recovery efforts, reduce write offs, and keep costs down for all utility customers.

- Implemented a new procurement software platform to allow a more streamlined solicitation process, contract management, etc. Besides eliminating paper processes, the new platform provides excellent transparency to town staff and vendors throughout the solicitation process.
- Added a 2.4% fee, paid by customers, on all credit and debit card transactions in Development Services. Expect to save \$435K annually by not having to pay the credit card fees for these high-dollar high-volume transactions.
  - Added an option for high-volume high-dollar customers of Development Services (e.g., home builders) to deposit a lump sum with the Town and then draw down those funds as permits are issued. This option allows these customers to avoid the 2.4% credit card service fee or having to pay for each permit one at a time by using a bank account.
- Implemented a new timekeeping and payroll tracking software for the Police Department.
- Caught up on all required impact fee audits, received clean audit results for both the FY17-FY18 and the FY19-FY20 audit reports.
- Received a clean opinion from the Town's independent auditors on our financial statements; prepared the statements in-house for the 3rd year in a row; received the GFOA award for excellence in financial reporting for the FY20 financial statements (16th consecutive year).
- Provided recommendations to the Town Council on financing new parks and recreation facilities. Discussions began in April 2021 and culminated in direction from the Town Council in December 2021 to move forward with completing East Park, Mansel Carter Phase 2, a multi-generation center, and an aquatic center.
- Preparing for election in August 2022 - received direction from the Town Council to prepare for a permanent base adjustment election, rather than the Home Rule option.

## **Fire & Medical**

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- Promoted one BC
- Promoted two Engineers
- Promoted three Captains
- Graduated one firefighter from the fire academy
- Added the Battalion Safety Officer position increasing safety for emergency responses and succession planning
- Began construction on the new Fire Stations 2 and 5
- Upgraded all Automatic External Defibrillators (AEDs) in town buildings
- Provided new AEDs for Queen Creek Police and Park Rangers
- Provided all fire staff vehicles with AEDs
- Graduated four new members to CERT and all members completed refresher training (possible video)
- Started construction on the replacement fire apparatus for Station 2
- Upgraded all cardiac monitors on front line fire apparatus
- Updated Fire Master Plan
- Implemented new Applied Resuscitation Education Specialized Training (AREST) program dealing with cardiac arrest patients
- Graduated four paramedic students
- Upgraded patient care software to improve efficiency in records management
- Completed design of the Resource/Skills Center Building and working towards construction
- Completed an Engineer's promotional process
- Hosted five COVID vaccine clinics (two for staff and three for the community), partnering with 911 Occ Med and DocGo

- Antique fire engine

### **Capital Improvement Projects Department**

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The Town created a Capital Improvement Projects (CIP) Department to consolidate all of the Town's construction activities under one Department. CIP manages all public infrastructure and building construction projects for the Town including roads, utilities, parks, public safety facilities, and other Town buildings.

#### **Construction projects completed in 2021**

- Signal Butte Road and Queen Creek Road intersection improving Queen Creek Road from Signal Butte Road west one-quarter mile and Signal Butte Road north of Queen Creek Road for one half mile improving traffic handling capacity, improving regional drainage management, and providing a new connecting route for travel to and from Ellsworth Road relieving traffic through downtown.
- Eastbound Germann Road to southbound Signal Butte Road right turn lane improving traffic flow along Germann Road to Ironwood.
- Rittenhouse Road - drainage, street and traffic signal improvements from 213<sup>th</sup> Street alignment to Riggs Road improving traffic flow and capacity along this important major roadway and completing the improvement series originally planned for Rittenhouse Road within the Town.
  - [American Council of Engineering Companies](#), Arizona Chapter, Honor Award for the Rittenhouse Road Project from Ocotillo Road to Riggs Road.
- Sossaman Road and Queen Creek Road intersection improvements removing the roller coaster profile and smoothing the ride. (Design and construction in conjunction with Public Works.)
- Completed Chandler Heights Road improvements from Via del Arroyo to Power Road adding traffic, pedestrian and equestrian capacity along this significant travel route and improving drainage management capabilities.

#### **Projects that completed design and commenced construction in 2021 (or will commence in early 2022)**

- Chandler Heights Road improvements from Power Road to Recker Road.
- Power Road improvements from Brooks Farm Road to Chandler Heights Road.
- Ocotillo Road improvements from Signal Butte Road to Ironwood Road.
- Queen Creek Road improvements from Ellsworth Road to Crismon Road.
- Meridian Corridor
  - Meridian Road improvements from Combs Road to Cherrywood Drive. (In conjunction with Pinal County.)
  - Meridian Road improvements 600 feet north and south of Ocotillo Road. (In conjunction with Pinal County.)
  - Meridian Road improvements from Queen Creek Road to Germann Road. (In conjunction with Pinal County.)
  - Meridian Road drainage and street improvements from Germann Road to State Route 24. (In conjunction with Pinal County.)
- Signal Butte Road improvements from German Road to Pecos Road (in conjunction with City of Mesa)
- Queen Creek Road improvements from Ellsworth Road to 206<sup>th</sup> Place.
- Sonoqui Wash Trail from Hawes Road to Crismon Road.
- Fire Station No. 2 at 24787 S. Sossaman Road.
- Fire Station No. 5 at 245 W. Combs Road.

### **Projects that commenced design in 2021**

- Chandler Heights Road improvements from Via del Arroyo to Hawes Road.
- Power Road improvements from Chandler Heights Road to Riggs Road.
- Hawes Road improvements from Rittenhouse Road to Julius Road.
- Signal Butte Road improvements from Appleby Road to one-quarter mile north (connecting to development provided improvements.)
- Queen Creek Wash Trail from Crismon Road alignment to Rittenhouse Road.
- Queen Creek Wash Trail from Rittenhouse Road to Meridian Road.
- Ellsworth Road intersection and turn lane improvements from Queen Creek Road to Fulton Parkway.

### **Utility Related**

#### *System Items Constructed*

- RWCD Reclaimed Water Discharge Phase 2
- Bridal Ranch Lift Station
- Signal Butte: Germann to Queen Creek water (1 Mile)
- Meridian & Combs PRV
- Meridian & Queen Creek PRV
- Meridian Road: Queen Creek to Germann sewer (1 Mile)
- SR-24 Utility Sleeves
- Chandler Heights: Recker to Power water (1 Mile)
- Chandler Heights: Gantzel to Meridian water (1 Mile)
- Recker Road: Chandler Heights to Brooks Farm Road (1/2 Mile)
- Queen Creek & Signal Butte Intersection water (1/8 Mile)
- Combs: Coyote to Schnepf water (1 Mile)
- Kenworthy: Combs to Hashknife sewer (1 Mile)
- Queen Creek @ Meridian Sewer Bore (1/8 Mile)
- Signal Butte: Ocotillo to Queen Creek (2 Mile)
- Sossaman Road: Appleby to Sliver Creek Ln (3/4 Mile)
- Ocotillo Road: 186<sup>th</sup> to Sossaman (3/4 Mile)
- Power and Pecos Sewer CIP Liner (1.1 Mile)

#### *System Items in Construction*

- Barney Farms 3 MGD Water Storage Tank (possible video)
- Harvest 2 MGD Water Storage Tank
- Meridian Road: Queen Creek to Barney Tank water (1/3 Mile)
- Meridian Road: Queen Creek to Barney Tank transmission line (1/4 Mile)
- Meridian Road: Germann to SR 24 water (1 Mile)
- Meridian Road: Germann to SR 24 sewer (1 Mile)
- Germann Road: Meridian to McKenzie water (1/2 Mile)
- Germann Road: Meridian to McKenzie sewer (1/6 Mile)

#### *System Items in Design or Waiting Construction*

- 32 Miles of Water Lines are in Design or To Be Designed
- 14 Miles of Sewer Lines are in Design or To Be Designed

#### *Well Site Construction*

- Villages well site wall and gates.
- Links North wall and gates.
- Gary well site wall and gates.
- Combs ranch well improvements.
- Terra Ranch well rehabilitation.
- Empire Jorde well rehabilitation.
- Cortina tank repair.

*Tank inspections completed*

- Cortina
- Pecan South tanks one and two.
- Castle Gate tanks one and two.
- Links
- Hill Top tanks one and two
- Victoria

**Real Estate Activity**

*Real Estate Activity at a Glance*

• Annexations (project related)	3
• Abandonments	3
• Surveys/Legal Descriptions (non-project related)	2
• Title Reports Ordered	43
• Appraisals Ordered	27
• CIP Acquisitions (fee simple)	29
• Easements (all departments)	65
• Water Dept. Acquisitions	12
• Other Department Acquisitions	0
• Leases/Licenses/Renewals	6 (1 License, 5 Cell Towers)
• Sales/Transfers (Town owned property)	0
• Property Tax Ownership Reviews	168
• Property Research (all departments)	82
• Properties Managed (includes land buildings and cell towers)	12
• Public Presentations	4

*Ongoing Real Estate Projects*

- Creating a Procedure Manual for Real Estate Division **50% Complete**
- Creating a reference system for all of the Town owned property **10% Complete**
- Document/Template standards and streamlining **90% Complete**
- Offering Notary Services to the citizens of the Town of Queen Creek
- Real Estate Policy development **30% Complete**

*Real Estate Acquisitions of Note*

- Acquisition of 55 acres of a former sand and gravel pit for future use as reclamation lakes for water treatment
- Lease with Hughes Equipment for a portion of the Fire Resource Building – Provides priority service for large fire apparatus' **85% complete**

- Acquisition of 6.68 Acres for a new lift station site in the southeast quadrant of Town

### **Police Department (lots of video options)**

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- Amid a pandemic- recruited, interviewed, and hired more than 70 officers, recruits and support staff members. All of whom bring varying years of experience, top notch skills, backgrounds, and diversity that will represent the Queen Creek Police Department. QCPD accomplished this as neighboring established police agencies faced a personnel shortage, and aggressively ramped up their own recruiting efforts, by offering thousands of dollars in incentives to bring officers onto their teams. The department received hundreds of applications from those who wanted to be a part of building not only a brand-new police department, but also a new police culture.
- Developed a robust and thorough training program to keep new hires engaged, and ready to police the Queen Creek way upon launch. All of this training emphasized community-oriented policing with problem solving and proactive policing as the core foundation. This training also helped get every officer on the same page when it comes to the department's mission, vision, values, and philosophy. It served as a refresher for some and new education for others. The training included everything from legal issues, to use of force scenarios, crisis calls involving those mental/behavioral health issues, to immigration, cultural awareness, implicit bias, and serving those who are deaf, deafblind, and hard of hearing and diagnosed with autism.
- Started community outreach by participating in events and activities to introduce QCPD officers and philosophy to the community. From Trunk or Treat, to school career days, toy drives, and the senior program, officers are already starting to build relationships, and leave a lasting impression on town residents they have encountered. In addition to that the department has opened up conversations with several cultural and interfaith groups in the community and continues to foster these relationships by attending events and meeting regularly with these groups
- Major milestone-- of ordering supplies, equipment, vehicles, and installing the technology necessary to run a police department in the middle of a global supply chain crisis. This includes purchasing and outfitting 44 police vehicles, 7 specialized vehicles, uniforms, and gear. This also includes setting up the digital infrastructure, AXON, radios, and other network and IT infrastructure needed to run a police operation smoothly.
- Continued police-community relationships that were initiated in 2020 by using social media and traditional broadcast and print media to outline our achievements, successes, goals, and visions. The department has received positive coverage from all local media outlets, including Univision. This coverage helped highlight the department's efforts to be transparent, accountable, culturally competent, collaborative, and visible in the community.
- Effectively established partnerships with neighboring agencies to handle situations involving SWAT, air support, dispatch, mental/behavioral health calls, and advocacy centers.
- Helped create and revise the town code to accommodate and give authority to the police department to be able to do its job fairly and effectively.
- At a time when women constitute less than 13% of total officers, QCPD joined the national 30x30 Women in policing challenge- which was to have 30% of the police workforce be women, by the year 2030. QCPD has already accomplished that way ahead of schedule (possible video)

### **Public Works**

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- Six new traffic signals were installed: Rittenhouse/Village Loop N; Fire Station #4; Ocotillo/Meridian; Rittenhouse/Creekside; Queen Creek/Signal Butte; and Fry's/Ellsworth Road.
- The Town of Queen Creek led a multi-agency cooperative effort to fix the damaged asphalt north of the railroad tracks on Sossaman Road. The intersection of Germann Road and Sossaman Road is

bound to the north by Mesa and to the south by Queen Creek. The intersection is not owned or maintained by Queen Creek, Mesa, or Maricopa County.

- The intersection of Queen Creek and Sossaman roads was reconstructed to remove the valley gutters that were causing severe horizontal displacement. The challenges of retrofitting an existing roadway included making the drainage function without the concrete gutters and limiting the closure time in order to profile the final asphalt lift.
- Implemented additional safeguards to keep residents and staff safe and healthy during recycling events as a result of current pandemic. Event program operations changes included pre-registration and a fast pass system in order to create a Contactless Event. The implementation of changes to the program received the SAVVY Award of Excellence from 3CMA. The SAVVY Awards recognize outstanding government achievements in communications, public-sector marketing and citizen-government relationships throughout the nation.
- Environmental Educational program in partnership with Environmental Education Exchange, a non-profit group, delivered the Conservation in the QC Activity Book for 3rd-5th Grade to 1,449 students at 12 schools and the Conservation in the QC Activity Book for 6th-8th Grade to 1,735 students at 11 schools. In total, the two activity books reached 3,184 students at 19 different schools.
- Implemented an online scheduling tool for residential bulk collection service, in partnership with Waste Connections of Arizona. The tool allows residents to select the quantity and categories of materials to be collected, receive a reminder of the scheduled pick-up date, and cancel the services.
- Traffic applied for several MAG Roadway Safety Program grants and received approval for a project in the amount of \$169,720 to install retro-reflective tape on the signal heads to improve signal visibility at intersections.
- The Trails at Horseshoe Park - Worked with Maricopa County on creating a parking area and pedestrian walkway at The Trails at Horseshoe Park.
- Diverted over 3.82 tons of household hazardous material from the landfill.
- More than 1300 residents registered for QC Recycle Drop-off Events diverting 72.54 tons of materials from the landfill.
- The Recycling Drop-off Center helped divert over 313 tons of materials from the landfill.
- Over 1,096 gallons of oil was diverted from the landfill and/or the Town's sewer system through the Town's Cooking Oil recycle program.
- More than 1600 hours were dedicated to the Town's facility preventive maintenance program.
- Improved safeguards for staff and citizens as a result of the pandemic by installing guard shields, raised furniture walls providing for social distancing, and installation of hand sanitizers at various locations throughout Town owned facilities.
- Replaced the Citrus Ramada in Founders Park.
- Refurbished the Ramada's in Desert Mountain Park.
- Refurbished and recoated the floors in the restrooms at Founders Park.
- Installed new Fire Alarm and Suppression system, painted exterior building of the Town's Community Center.
- The fleet department ordered, received, up fitted, and deployed 44 new vehicles for the Town's Police Department (possible video)
- More than \$135k was saved by conducting in-house repairs and preventative maintenance on the Town's fleet maintenance program.
- Renovated Pocket Park for Pups consisting of deep-till and laser leveling the park site, installation of approximately 22,200 square feet sod, repainted and replaced doggy waste stations, re-leveled access walkways, installation of new granite around the park's perimeter and a new gate for separation of K-9 (possible video)

- A 50 ft. drywell was installed at Mansel Carter Oasis Park to address and eliminate the standing water in the basin between the splash pad and the playground hill.
- 1,095 documented playground safety inspections were completed at Town-owned playgrounds to ensure safety issues are identified and addressed.
- Repaired 146 incidents of graffiti/vandalism on Town properties, parks, and trails. Ninety-eight percent (98%) were repaired within 24 hours.
- 152 permanent signs and mile markers within the Town's parks and trails system were repaired or replaced.
- Approximately 540 cubic yards of trash, debris, and excess vegetation within the town's washes and undeveloped properties was cleared and removed.
- Approximately 300 tons of landscape materials such as granite, topsoil, sand, playground surfacing, and ball field infield mix was installed to athletic fields.
- Approximately 480' of path edges along the Town's trail system were repaired due to erosion to protect the asphalt path and improve safety conditions for trail users.
- Excavated and installed 1200 sq. ft. of new armored bank protection within the Queen Creek wash to help prevent storm and flow erosion and provides for cleaner and safer paths.
- Repaired over 20,000 sq. ft. of storm damaged landscape areas throughout the Town's parks and trail system.
- Applied 94,072 pounds of crack seal and 600,000 square yards of sealcoat on Town roads as part of the Pavement Preservation program. Additionally, two lane-miles of pavement was replaced on Combs Road near Encanterra from the Town's repair program.
- Over 1,925 square feet of sidewalk panels were repaired.
- More than 265 drainage system inspections were conducted, the drainage system maintenance management plan consists of 811 segments of storm pipe, 644 storm basins, 1769 storm inlets, 76 storm outlets and 383 storm culverts.
- Approximately 4,250 staff hours were dedicated to the Right-of-Way maintenance program consisting of debris obstruction, graffiti removal, dead animal pick up, vegetation management, dust control, pavement repairs, pothole repairs, shoulder and road edge repairs throughout Town.
- More than 400 inspections were conducted in the streets sign and pavement marking maintenance program resulting in approximately 500 hundred sign and pavement marking repairs. The maintenance program consists of 9,432 signs and 5,094 supports inclusive of regulatory, warning, informational, and specialty signs.
- Contributed more than 3,900 hours towards Special Project activities consisting of preparation for special events such as traffic control, soil stabilization, temporary parking construction and signage installation. Other categories include services to external departments such as grading and concrete activities.

## **Utilities Department**

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### **Water Repair & In-House Construction**

- 35 Service Install
- 73 Water Service Repairs
- 23 Hydrant Repairs
- 5 Valve Repairs
- 13 Water Main Repairs
- 1350 Valves Operated
- 41 Water Valve and Hydrant Valves shot in
- 43 water shut downs to assist Inspections and Repairs



- 50 arterial street valve lid replacements with 24-pound lids
- 5 Valve Box Re-alignments
- 155 Valve box and Hydrants shot in (GPS)
- 14 completed tasks for Well site construction and Repairs

### **Water Production**

- Booster control room full enclosures completed for Pecan South, Pecan North, Shea South, Links Main Campus and Gantzel.
- Links Main Campus: Complete rehab including, 4 new vertical inline boosters, both reservoir tanks resurfaced, new chlorine room and Grundfos cl2 pump injection system. E&H multi sample analyzer for Chlorine residual, Nitrates and pH installed and operational via SCADA.
- Links North well operational and filling tanks at Links Main Campus.
- Links South well operational and filling tanks at Pecan North. Links South also has new chlorine room with Grundfos cl2 injection system.
- Pecan South: South tank (#1) complete floor rehab and tank coating.
- Cortina: Alternate automated fill installed and operational via SCADA. Upgraded chlorine injection from LMI to the new Grundfos cl2 injection system. E&H multi sample analyzer for Chlorine residual, Nitrates and pH installed and operational via SCADA.
- Riggs Rd automated Flow Control Valve completed and operational via SCADA.
- Shea South: VFD drive installed on well with sound enclosure. Upgraded waste valve from old style ClaVal to automated Rotork with SCADA control. Installed new chlorine room and Grundfos cl2 pump injection system. E&H multi sample analyzer for Chlorine residual, Nitrates and pH installed and operational via SCADA.
- Laredo Ranch Well site (old Diversified Well#3): Removed existing gas chlorine 150lb tanks and fiberglass building with new chlorine room and Grundfos cl2 pump injection system. E&H multi sample analyzer for Chlorine residual, Nitrates and pH installed and operational via SCADA. Removed ClaVal well waste valve assembly with new automated Rotork valve.
- Archer Meadows (old Diversified Well Site 2): Removed existing gas chlorine 150lb tanks and fiberglass building with new chlorine room and Grundfos cl2 pump injection system. Installed new cl2 injection quill on well discharge piping. E&H multi sample analyzer for Chlorine residual, Nitrates and pH installed and operational via SCADA. Removed ClaVal well waste valve assembly with new automated Rotork valve.
- 7 tanks inspected internally with Water Production staff using underwater drone. (DeepTrekker)
- 5 Tanks cleaned by contracted diving company.
- 5 Tanks drained and inspected.
- Booster Pump Impellers replaced: 7
- Booster Pumps converted from analog to ethernet connectivity for SCADA control: 6
- Transitioned SCADA software from Wonderware platform to Ignition platform, included with this transition was a backup and upgraded servers with the IT dept. This new platform allows for detailed and specific water operations reporting and data collection. Unlimited operator login capabilities and the use of a mobile app.
- Completed and submitted the Water Department Emergency Response Plan (ERP) with the US Environmental Protection Agency.

### **Inspections**

- Inspected 24.72 miles of new water line in commercial and residential developments
- Inspected 15.42 miles of new sewer line in commercial and residential developments
- Inspected 1,785 new water service lines.

## **GIS / Blue Stake**

- Completed an estimated 29,000 Blue Stake tickets
- Completed 200 Public Records Requests

## **Wastewater**

### *FOG Management Program*

- Review and approve new grease traps, oil water separators for restaurant's, schools and automotive facilities.
- Regularly inspect grease traps, oil water interceptors, and sand interceptors to prevent spills and blockages in the wastewater collection system.

### *Collection System Maintenance Program*

- Routine inspection of manholes throughout system and videoed parts of the wastewater collection sewer line to keep track of any defects that might be found.
- Flow monitoring with Isco Laser flow sensors and meters for the wastewater interconnection from Epcor at two sites and the City of Mesa two sites.
- Collect composite samples once a month at two sites for the strength of wastewater for billing purposes to the Epcor Utility Company.
- Added a third dosing site for the purpose of decreasing odor in the Town limits.
- Annual cleaning of all the Towns trunk line sewer system.
- Annual cleaning of all subdivisions in the Towns sewer district
- Annual cleaning of all the Towns commercial areas.
- Completed Phase 2 of the Insituform Slip line project on the 42" sewer line at Power rd. and Pecos rd. sewer line outfall.

### *Cartegraph Asset management Program*

- Continue to update and add all sewer assets to our program including Pre-treatment, Laterals, cleanouts, manholes, mains, sewer repairs and miscellaneous projects.

## **Metering**

- Completed the installation and upgrade of our Regional Network Interface (RNI) software version from 4.7 to 4.9 for Sensus FlexNet (AMI) meter reading system. With this year's new meter install it brings or active meter count to over 38,000+ meters.
- Completed the Phase 3 (Diversified Area) of our "Meter & MXU-Change-Out Program" with Utiliuse Inc. The three-month contract complete the 1800+ units in February 2021.
- Completed the "Large meter Change-out Program" this consisting of changing out over 600 meters 1.5" and larger. This was done to upgrade old units to make them lead free and upgrade them to being field testable Sensus Omni style meters.
- Completed the installation and configuration of 4 Recovered Effluent Lake meters: BARNEY FARMS LAKE, VILLAGES LAKE, HARVEST LAKE, PECAN LAKE.
- Completed the operation of changing over 6000+ Transfer and Final Bill work orders to electronic versions, this means no on-site field visit is necessary to obtain the meter information it can be done using FlexNet Analytics (AMI) system. Only those that we are not able to get a current reading in AMI are done through a field visit.
- Converted HPEC form a single 6-inch master meter system to an overall individual meter per location allowing for better tracking of usages and sewer charges to specific areas within the park.

- Completed 17,755 estimated daily work orders that included installing 2,717 new customer meters and changed out 1,100 failed existing meters along with the following daily work orders.

TOTALS 2021 ESTIMATED	
New Meter	2717
Meter Change Out	1101
Transfer	6378
Repair	1107
MXU Change out/Repair	3422
Lock/Unlock	1731
TEST	321
New Work Order	0
Temp	343
Re-Read	21
Register Malfunction	0
Zero Use W/O's	189
Hydrant Meters	425
FlexNet Meter	0
FlexNet MXU	0
	<b>17755</b>

### Water Conservation

- The Town of Queen Creek's water conservation division continued to grow its HOA monitoring program with Waterfluence.
- The Town of Queen Creek contracted with Sensus to provide hourly water use data for all of our HOA's in our Waterfluence HOA program. This allows Waterfluence to send out leak notifications and water spike notifications if a system runs over 38 gph for more than 48 hours.
- Due to Covid and its in-person limitations, water conservation again took its water conservation workshops virtual in 2021 by partnering with the City of Chandler. The workshops were limited to 90 minutes, but we were able to increase our outreach in this area by offering 24 virtual water conservation workshops beginning January 2021 through December 2021.
- Water Conservation worked with Abracadabra again in 2021 to provide a virtual water conservation magic show to our 2nd through 5th graders. These classes are offered to schools in the Town's water service area.
- We were also able to go virtual again in 2021 with our EEE water conservation program which teaches our 4th graders about the water cycle. An environmental activity booklet was created by EEE that covered important aspects of water conservation, storm water, solid waste and recycling.
- With the Library re-opening, the Town was able to have its interactive water conservation floor graphic design installed. This design encouraged our young residents to jump, skip and hop their way to learning about water conservation. The Water Use It Wisely water tower graphics were displayed for all families to see as they entered the Library doors.
- An ever-green water conservation banner "Plant Like you Live in the Desert" was designed and installed during the summer at the Town's overpass.
- A banner "Be a Leak Detective" was designed and installed across Ellsworth Rd. which tied into the theme of the floor graphics that were installed at the Library.

## **Water Resources**

- The Town of Queen Creek (TOQC) entered into an agreement with Central Arizona Project (CAP) to receive an allocation of 4,162-acre feet of Non-Indian Ag (NIA) phase two water allocations. These agreements have not been finalized but will be in January and at that time the TOQC will have over 20% of sustainable water available for their citizens. This is a big step toward the Town continuing to move away from groundwater pumping and to provide a sustainable source of water for Town residents.
- The Town of Queen Creek entered into an agreement with Harquahala Acres to purchase land that has groundwater rights. The purchase agreement is 500,000-acre feet over 100 years. This will provide 5,000-acre feet of sustainable water for the next 100 years. This is another step in the process for Queen Creek to move off of CAGR-D groundwater and provide Town of Queen Creek residents with a sustainable water resources future.
- The Town is overseeing an environmental analysis (EA) to determine the environmental feasibility of receiving 2,033-acre feet of water from Cibola Valley. When the EA is completed, it is anticipated the Bureau of Reclamation will find environment impact insignificant and transfer the Cibola Valley water rights to the Town. The water rights transfer could occur in mid-2023. This will add another 10% of production of sustainable water for the TOQC residents.
- The TOQC entered into an agreement with SRP to be part of a feasibility study to analyze modifying Bartlett Dam on the Verde River. SRP expects the Bartlett Dam modifications to be completed in 2035. When completed, the Bartlett Dam modifications could yield an additional 36,000 to 91,000 af/year of new water supply in central Arizona. By actively participating and funding the Bartlett Dam modifications studies, design, and construction, the Town anticipates acquiring up to 25% of the new water supply. The Town is in the first step in a process that could lead to a large amount of affordable, sustainable water for TOQC residents.

## **Water Quality**

- Diversified Interconnected completed and turned on. Diversified system absorbed into TOQC physically and administratively.
- Integrated Environmental Compliance Plan with updated population tiers. Taking increased sampling for Coliforms and DBPs.
- Added sampling points to accommodate increased sample tier EPA requirements
- Pecan Lake Recovery 10- year Permit
- RWCD Reclaimed Water Permit Renewal
- PFA contamination review and additional sampling
- Links North and South Well activated
- Links Main Campus Tanks and EPDS112 activated
- Pecan North and Gantzel Nitrate Blending Plan approved and on standby for use. No longer needed due to minimal nitrates, but available to be used in the future if needed.
- EPA Lead and Copper Rule Revision Training and Preparation
- 4.51% Water Loss for FY20/21, well below the State Required 10%.
- Appointed MAG Water Quality Committee Vice-Chair

## **Studies**

- In process of completing the Town's first Comprehensive Utility Master Plan
- In process of securing Assured Water Supply Physical Availability Determination with ADWR
- Transmission/Distribution Mainline Studies

## **Other**

- EPCOR Sewer Interconnection
- ASLD Utility Easement Acquisition

## **Workforce & Development Department**

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### **Human Resources**

- It was a banner year with respect to hiring. HR successfully hired and onboarded 118 new employees in 2021. 53% QCPD and 47% a combination of all other departments.
- Successful implementation of a fully paperless onboarding system which has created a smoother process for the new hires and greater efficiency for HR.
- For the second consecutive year we received a Platinum level “Healthy Worksites Award” in recognition of our Employee Wellness Program. The Healthy Arizona Worksite Program is a statewide public health initiative designed to support employers who are making evidence-based efforts to improve the health and well-being of their employees and families.
- For another consecutive year there was no insurance premium increase for employees for medical, dental insurance and vision insurance.
- In support of the Maricopa County Travel Reduction Program, Town employees curbed Single Occupancy Vehicle trips to work to just 67% of respondents, the second lowest percentage in 7 years (typically around 80%). This means more and more individuals are using alternate methods of working/reporting to work, with a Compressed Work Week and Telecommuting providing the largest impact on pollution prevention.

### **Information Technology**

- Implementation of the Town’s Public Records Request Software for the Town Clerk and Queen Creek Police Department
- Launch of SeeClickFix and its mobile application
- Transition primary domain from QueenCreek.org to QueenCreekAZ.gov
- Provided Town wide training to employees: 24 classes of various topics/software
- Selectron’s self-service customer engagement platform for Development Services inspection scheduling moved from on on-prem to a cloud-based platform to further support the Information Technology Strategic plan
- Implemented Trust Accounts in Accela to provide an additional payment for customers.
- Implemented service fees for credit card transactions in Accela for Development Service activities utilizing the Town integration services platform.
- Migrated unified communications call analytics software
- Completed QCFMD dispatch migration
- Migrated from SA-Announce to Revolution for phone system broadcasting
- Completed Utilities Administration Building conference rooms
- Completed conference room in FS4
- Streets building conference room completed
- Began backup technology platform migration
- Replaced the traffic control system servers
- Upgraded the Utilities supervisory control servers
- First floor front desk remodel
- Cabling specifications completed
- RFP for video production, entered a contract with J2 for video production
- Added phones to Parks and Recreation Annex classrooms for emergency calls

- Implemented RedSky software to provide locations for 911 calls from Town locations
- Entered into a new contract with Granicus to provide updated software for Council meetings (agendas, staff reports, Council live video feed, voting, etc.)
- Deployed cloud-managed camera system at HPEC to replace outdated Pelco
- Queen Creek became an official member of the AZGeo data hub that was created by the Arizona Geographic Information Council in partnership with the Arizona State Land Department. AZGeo provides access to online map services, FGDC compliant metadata, geospatial data downloads, and applications which are utilized by municipal, regional state and tribal governments, private companies and the public to support the needs of Arizona's citizens.
- Upgraded our all of GIS software systems to version 10.8
- Supported the Parks Department's award-winning Hay QC event with an interactive map and pictures of all the entries.
- Created a new Maps and Open Data site where the public can view maps and download GIS datasets. The new site replaces the old map gallery on the Maps and Directions page of the Town's website.
- Migrated from Primary Rate Interface (PRI) voice circuits to Session Initiation Protocol (SIP)
- Migrated Nexus switches
- Implemented new process for importing records into Firehouse due to changes in Mesa CAD file formats
- Prepared systems for migration of SCADA system
- Worked with Sentinel to complete initial draft of the IT strategic plan
- Entered into contract with Sentinel to provide Virtual Chief Information Security Office (VCISO) services
- Police
  - Hardware procurement and installation in each PD vehicle
  - Okta software installation for police device security
  - Netmotion installed for secure connections to Town network from police vehicles and laptops
  - Installed new servers and storage for PD
  - Provided hardware/software for information kiosk for police
  - Provisioned new internet circuit for PD
  - Configured and deployed one VM server for PD
  - Took delivery of all PD printers for the Public Safety Building
  - Hired a new systems administrator as well as an applications and desktop support analyst to support PD
  - Installed new firewalls for PD
  - Worked with vendor (EWS) to design for implementation of Emergency Responder Radio Communications System (ERRCS)
  - Implementation of QCPD Time keeping and Advanced Scheduling software